

Air Force Reserve Order Writing System (AROWS-R) IMA User Guide

22 September 2005

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AROWS-R POCs

If you are an IMA attempting to access the AROWS-R program and are unable to log in, Please contact the AFRC Help Desk

Help Desk: DSN 497-0522/1455/1258 Commercial 478-327-0522/1455/1258 or 1-800-223-1784

Contact your Program Manager for questions re: tour applications, orders, waivers and policy information

AROWS-R System Description

- Web-Based
- IMAs can request, track, and print orders from any computer
- Data from MilPDS, finance and accounting, PAS Code, and Per Diem information are imported to the system by the AFRC System Administrator
- As the new AF Reserve Command orders writing system, the migration to the AROWS-R system allows command wide tracking of Reserve personnel utilization and funds accounting

AROWS-R System Use

A system user is a person who has been given some system role in AROWS-R. This person logs into AROWS-R and performs work either for himself/herself or on behalf of others. For instance, a Reservist is a system user who logs in to submit applications.

Typical IMA transactions in AROWS- R will include establishing a password, inputting an application for orders, tracking the orders process, and printing the certified order when complete. Historical data will be maintained for 6 years, allowing members to print orders at a later date.

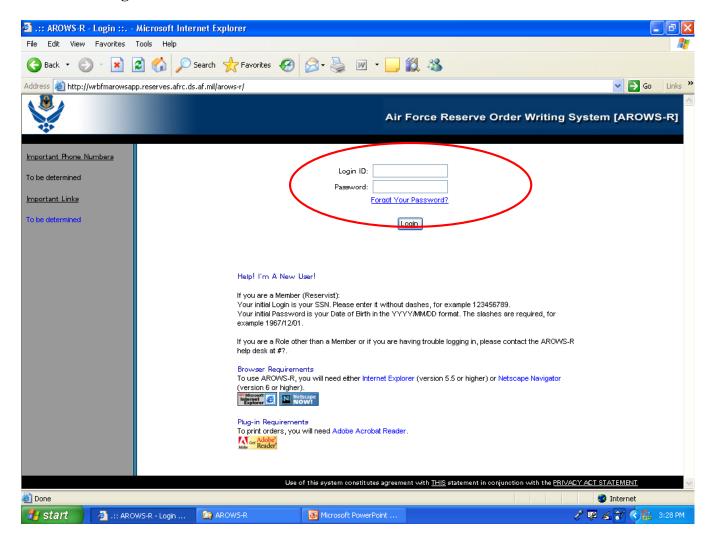
All IMAs must designate a Reserve Pay Office (RPO) to process their pay requests, prior to initiating an orders application. All order requests are reviewed by the IMA's servicing RPO prior to publication. If you have not established a RPO please see the listing at http://arpc.afrc.af.mil/finance/rpo/rpolist.asp, and contact your nearest office to establish service.

HQ AFRC/RMG GUIDANCE

- Applications (orders requests), and all waiver requests (Sanctuary, Annual tour, 139 day, etc.) should be submitted 30 days in advance of tour.
- Members in sanctuary and or sanctuary watch zone are not eligible for, and will not report for duty based on the verbal orders of the commander (VOCO). A sanctuary waiver must be requested and approved prior to the start of the tour.
- VOCO orders are authorized only in very limited circumstances. Please contact your Detachment Program Manager for guidance and applicability.
- If a legitimate short notice requirement exists, the requesting supervisor/commander should contact the Detachment Program Management staff via telephone/e-mail to ensure the orders are published prior to tour start when possible.
- IAW AFMAN 36-8001, para 4.2.1.2. IMAs are to accomplish an Annual Training Plan prior to 15 August annually. Tours should be requested as agreed in the Training Plan. Changes to the plan must be coordinated with the supervisor in advance.
- IAW AFMAN 36-8001, para 6.3.1., FY requirements will be performed, scheduled, substituted, or waived prior to a member performing an ADT (special) or ADSW tour. AT/IDT are mandatory training requirements that affect participation and satisfactory service. Substitution waivers for AT due to your willingness to serve an extended man-day tour must be submitted with the man-day request and approved prior to tour start date OR prior to the extension of a current order. Specific reasons for approval of substitution are cited in AFMAN 36-8001, para 5.8, 5.9.
- AROWS-R is not an avenue for volunteerism. It is a system utilized to publish and track the authorized use of AF Reserve members. If you wish to volunteer for an MPA tours contact your program manager or, refer to the Volunteer Reserve System Web-site at https://vrs.afrc.af.mil/.

INITIAL LOGIN PROCEDURES

AROWS-R Login Screen

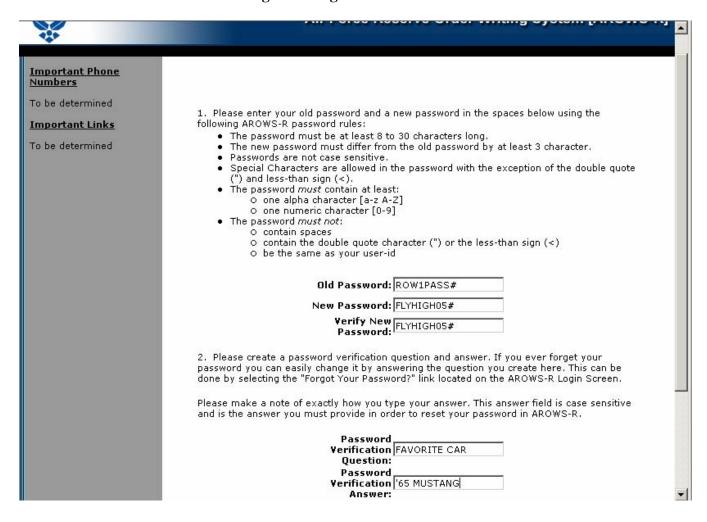


Member Login Rules- (IMAs/Civilians)

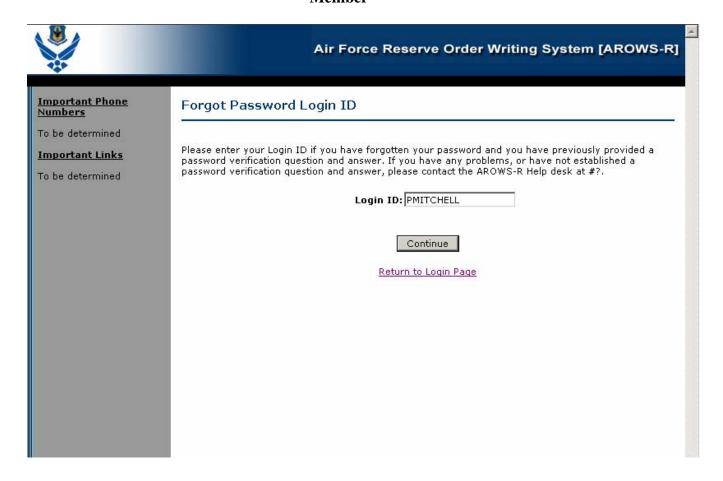
- Initial Login ID will be members SSN with no dashes. EX: 123456789
- Initial Password will be Date of Birth (DOB) YYYY/MM/DD (slashes required).
- The member will be required to change their password the first time they log into AROWS-R. Each time the member logs in they will be allowed to change their password if they so desire.
- To complete initial login, member will have to complete Old Password (DOB, YYYY/MM/DD), New Password, and Verify New Password.
- The password minimum length is 8 characters.
- The password maximum length is 30 characters.

- Passwords are not case sensitive.
- Passwords cannot be the same as Login ID.
- Passwords must contain at least one digit and one letter.
- Special characters such as punctuation marks are allowed in passwords. However, this excludes the double quote (") and the less-than sign (<).
- Passwords must be reset every 90 days.

Initial Login- Change Password Screen



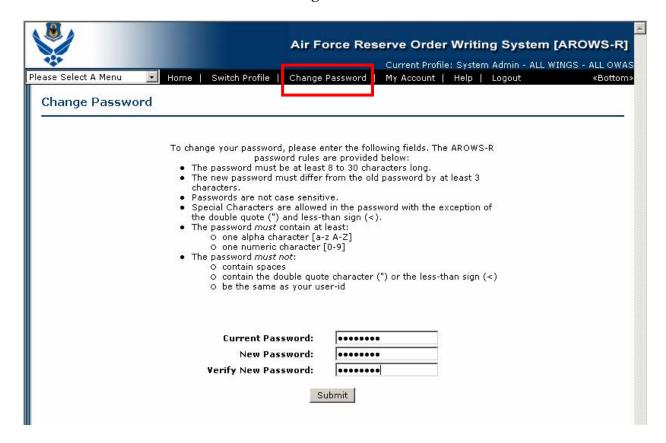
Forgot Password Member



Forgot Password- Question & Answer Member

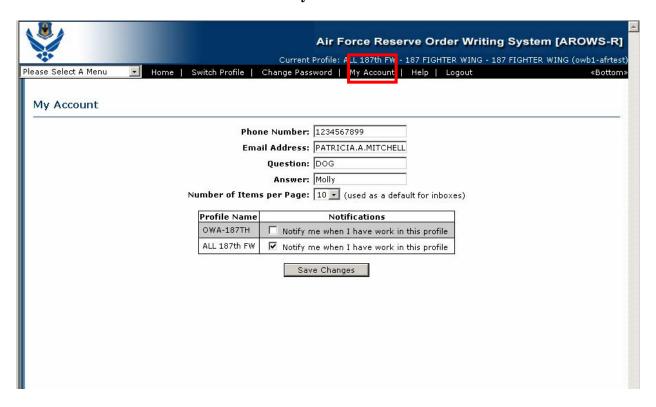
Important Phone Numbers	Forgot Password Login ID >> Forgot Password Question and Answer
To be determined	Forgot Password Question & Answer
Important Links	
To be determined	
	1. Please enter the answer to the question in the space below. The answer must be typed exactly as you initially typed your password verification question and answer. If you do not remember your password verification answer you can call the AROWS-R Helpdesk to get your password reset. #??
Question: My father's middle name?	
	Answer: JOSEPH
	 2. Please enter a new password in the spaces below using the following AROWS-R password rules: The password must be at least 8 to 30 characters long. The new password must differ from the old password by at least 3 characters. Passwords are not case sensitive. Special Characters are allowed in the password with the exception of the double quote (") and less-than sign (<). The password must contain at least: one alpha character [a-z A-Z] one numeric character [0-9] The password must not: contain spaces contain spaces contain the double quote character (") or the less-than sign (<) be the same as your user-id
	New Password: FLYHIGH06#
	Verify New FLYHIGH06#
	Continue
	<u>Return to Login Page</u>

Change Password



• Change Password- allows you to change your password anytime you feel it necessary

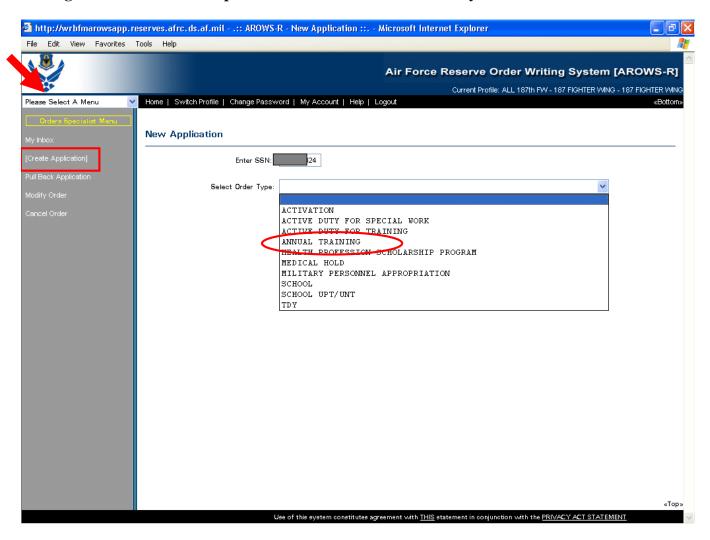
My Account



• **My Account**-allows you to change your Phone Number, Email address, security question and answer, set the number of items displayed in list items per page, turn on the email notification option and allow IMAs to select their RPOs.

Creating an Application (Order Request)

Getting Started – Use the Drop Down menu on the left to select My Inbox.



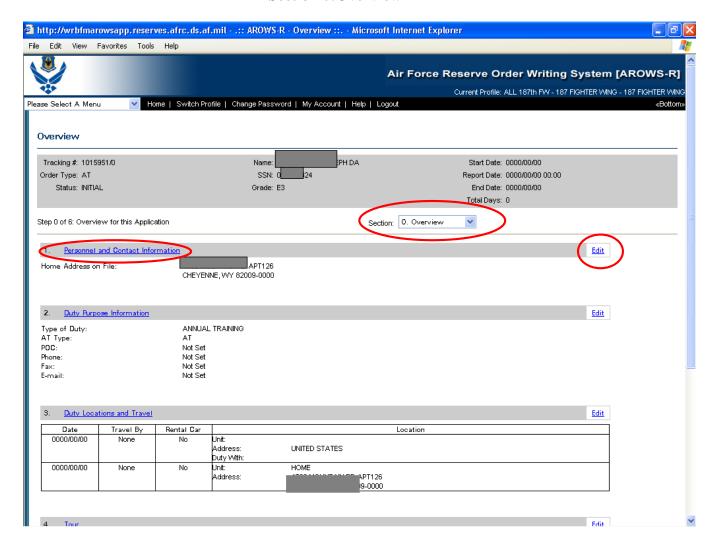
Select **Create Application** from the menu on the left hand side of the screen.

Enter the member's SSN.

Select the **Order Type**. For this demonstration, we will select **Annual Training** to create an Annual Tour order.

Select the button labeled **Create Application**.

Section 0:Overview

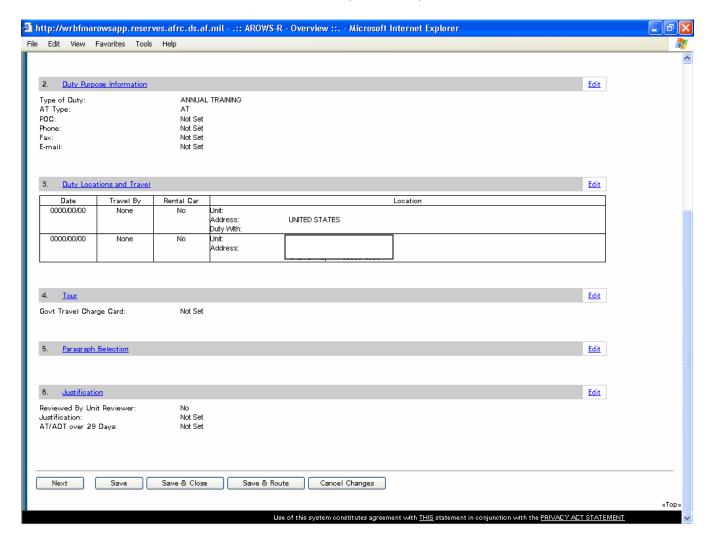


The Overview screen shows the seven steps involved in creating an order (application). They are:

- 1. Personnel and Contact Info
- 2. Duty Purpose Information
- 3. Duty Locations and Travel
- 4. Tour
- 5. Paragraph Selection
- 6. Justification
- 7. Funding

There are four different ways to initiate the order process. You can click on the Numbered links, click on the Edit button located to the right of each of the numbered links, select a section from the Section drop-down list or use the Next navigational button near the bottom of the screen.

Overview Screen (continued)...



There are several navigational buttons near the bottom of the screen.

The **Next** button will take you to the next section.

The **Save** button can and should be used to save information at the end of each section.

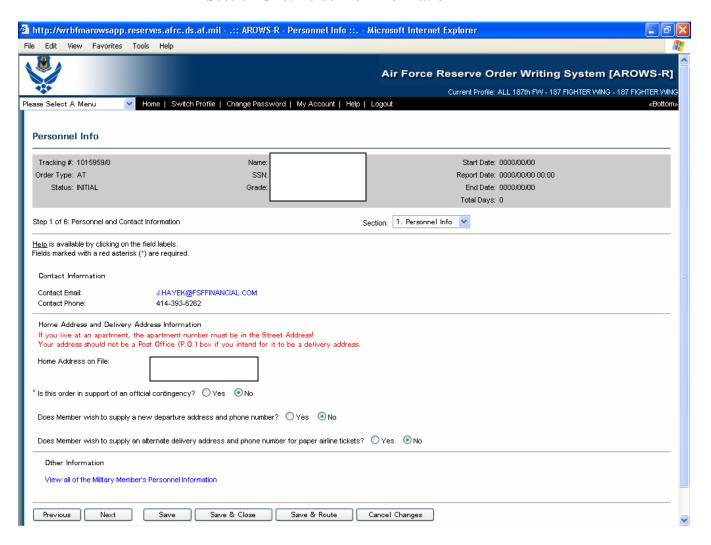
The **Save and Close** button can be used to save and close the process to be completed at another time.

The **Save and Route** button can be used to save the process and route it to the next approval authority.

The **Cancel Changes** button can be used to cancel any changes made since the last save.

Click the Next button to take you to **Section 1: Personnel Information.**

Section One: Personnel Information



Contact Information- Email and Phone

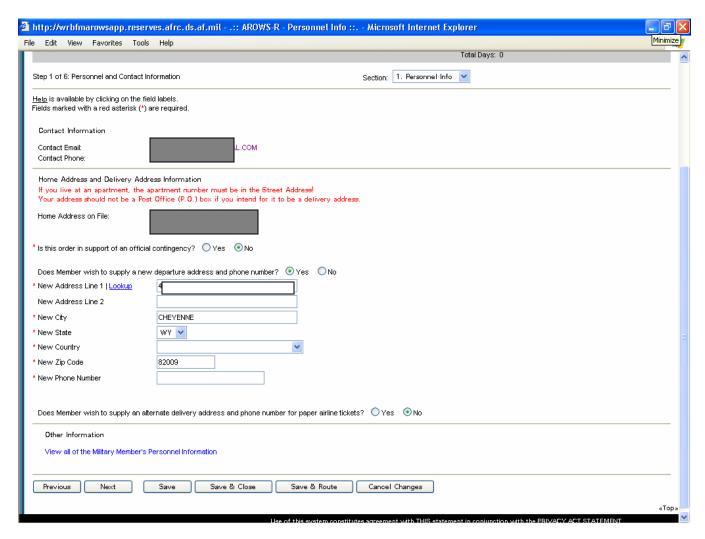
Should show member's supervisor at the duty location. Clicking on the email address shown will allow you to send the person an email.

Home Address and Delivery Address Information-

Home address on file reflects the address shown in MILPDS.

If the order is used in support of contingency, the address cannot be changed by regulation. If the member wishes to supply a new departure address and phone number, the Yes option should be clicked.

Section One: Personnel Information (continued)

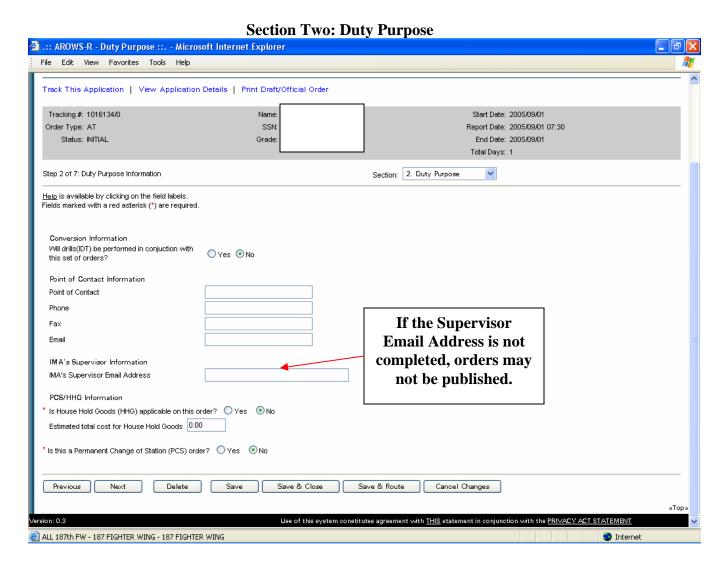


Clicking the **Yes** option will display an area for the new departure address information. This departure address will only be in effect for this order and is only needed if different than the home address on file.

If member wishes to supply a different delivery address and phone number for paper tickets they should choose the Yes option for this question. The tickets will be mailed to this address when different from the home address on file. This change of address will not effect the MILPDS information.

Clicking on the link near the bottom of the screen **View all of the Military Member's Personnel Information** will display the entire contents of the member's MilPDS record.

From this screen you can go to the previous Overview Screen by clicking on the button labeled **Previous** near the bottom of the screen. You should click the **Save** button to save the information you have entered. You can also click the button labeled **Next** to take you to Section 2: Duty Purpose.



If the member is performing an IDT in conjunction with an Annual Tour, select this option.

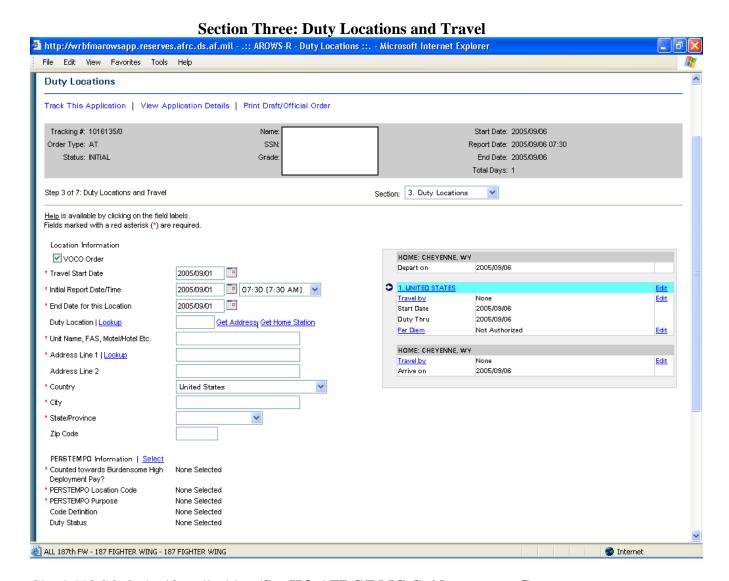
Point of Contact for Duty Location should be entered as well as IMA Supervisor Information.

Permanent Change of Station/ Household Goods Information should be entered if applicable. This section is not used for annual tour orders, but would be used for any tour authorizing HHG, or any PCS tour.

If Household Goods are applicable on this order, the estimated total cost should be entered by the Order Specialist.

If PCS is applicable on this order, the number of authorized vehicles for the move should be entered and any dependents who will be accompanying the member should be selected.

The **Save** button should be clicked to save any information entered in Section Two. The button labeled **Next** to take you to Section 3: Duty Locations and Travel.



Check VOCO Order if applicable. (See HQ AFRC/RMG Guidance, page 5).

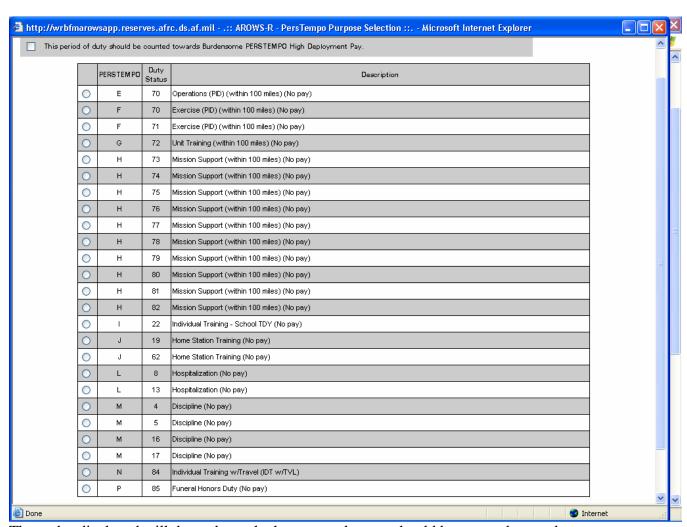
Select the **Travel Start Date**, **Report Date** and **End Date** by clicking on the down-arrows to access the calendar tool.

Select the **Initial Report Time** by clicking on the down-arrow to the right of the calendar tool for Initial Report Date and selecting a time from the list.

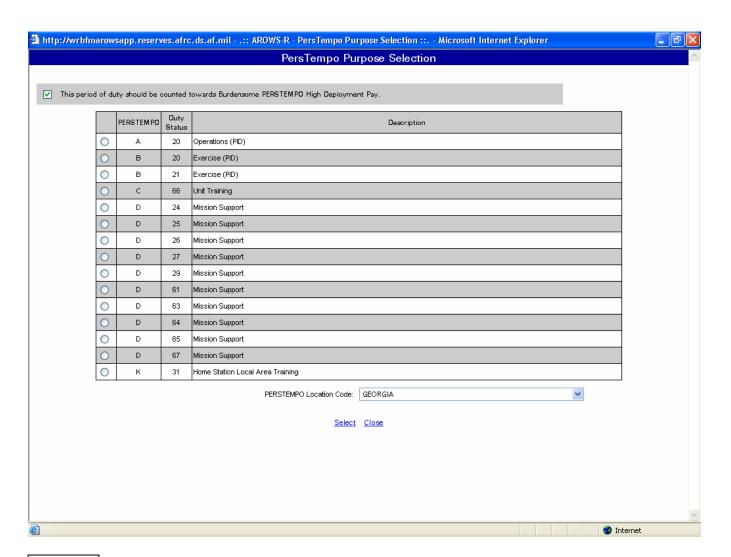
Select the **Duty Location** using the **Lookup** link.

Click on the link **Get Home Station** if the member's home station or record should be used as the Duty Location, This will populate all of the address information. This address information can also be added to the form manually by typing the information in for each field.

PersTempo Information can be entered by clicking on the **Select** link which will bring up the PersTempo Code Table.



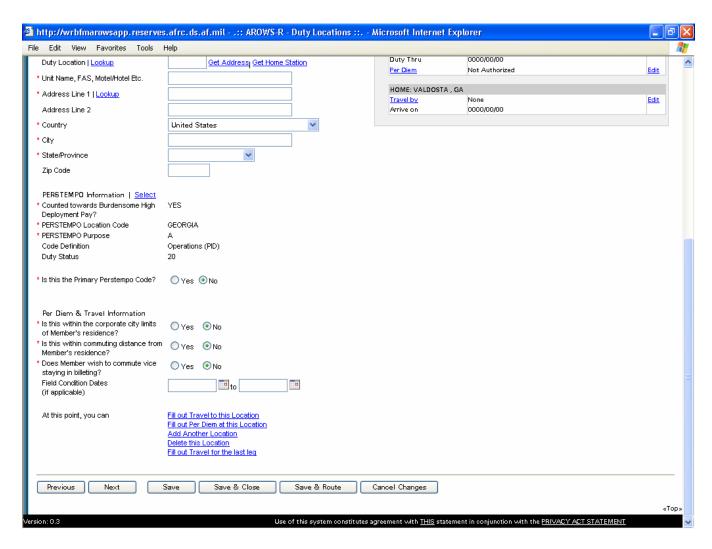
The codes displayed will depend on whether or not the tour should be counted towards burdensome PersTempo High Deployment pay. You will make this selection at the top of this screen. **NOTE: This field will be normally be completed by the Orders Specialist.**



NOTE:

Click by the appropriate code in the table to select it and then select a PersTempo Location Code by clicking on the down-arrow and selecting a location from the list. Click **Select** near the bottom of the form to complete the selection. **Note: This**

field will normally be completed by the Orders Specialist.



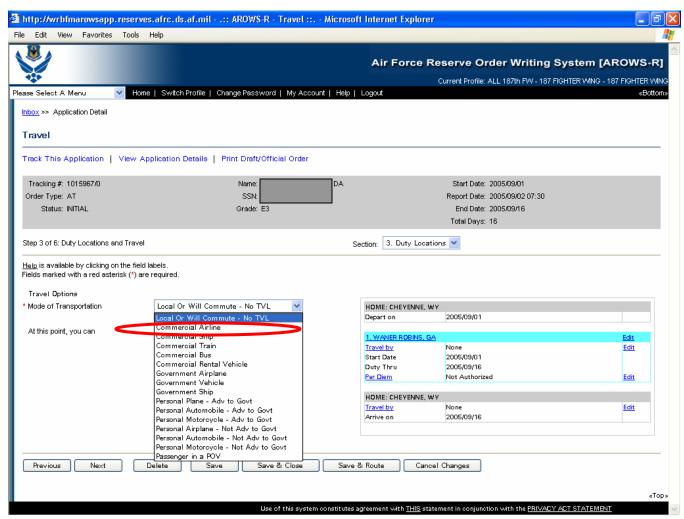
Your servicing Orders specialist will populate the Pers Tempo Information fields.

For now, select Yes to indicate that this is the primary PersTempo code. In the future, we will be able to select a PersTempo code for multiple duty locations. At that time, you will need to identify one location as the primary.

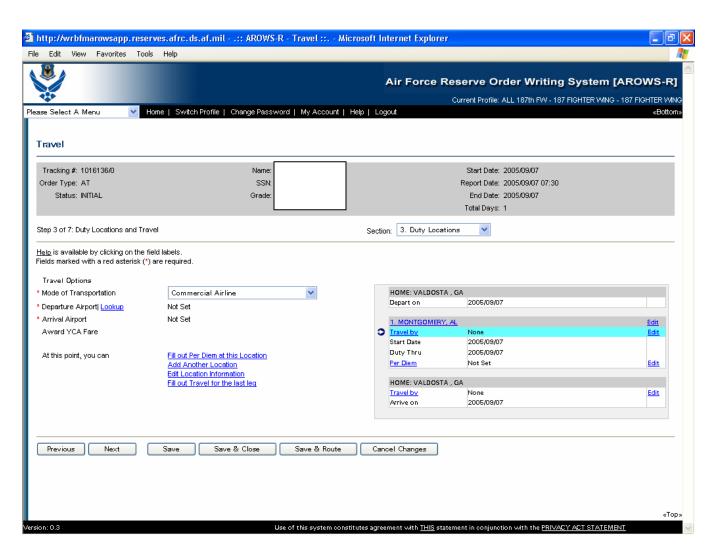
Per Diem and Travel Information

Selecting No to each Per Diem and Travel question will display another applicable question to be answered. Field Condition Dates can be entered using the calendar tool if applicable.

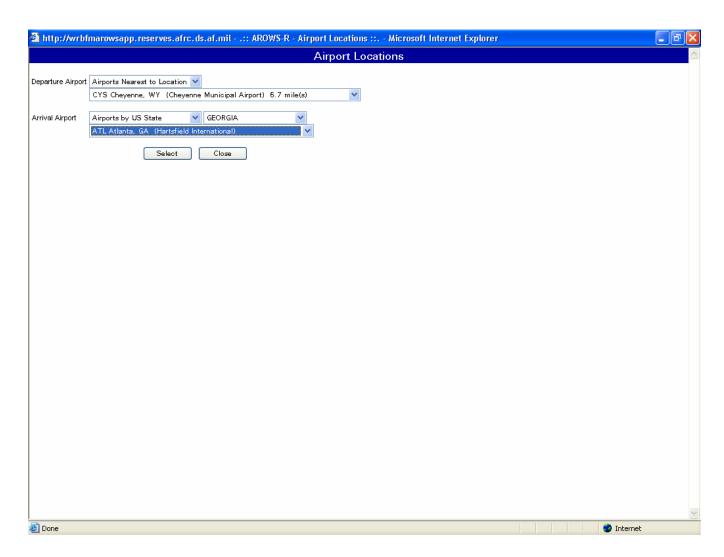
If you are not commuting, select the link titled Fill out the Travel to This Location.



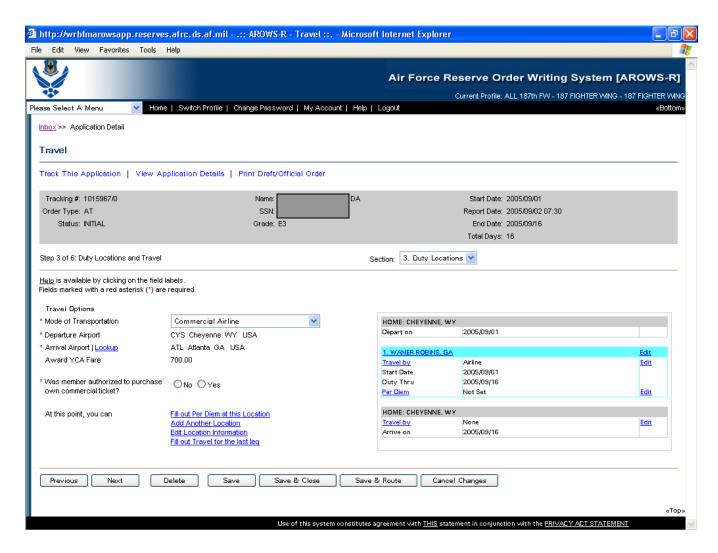
The first step in travel is selecting the mode of transportation. It can be selected by clicking the down-arrow by the Mode of Transportation field and selecting from the list. Depending on your selection, other questions may need to be answered. For this example, Commercial Airline is being selected.



Click on the link titled **Lookup** beside Departure Airport to select Departure and Arrival Airports.

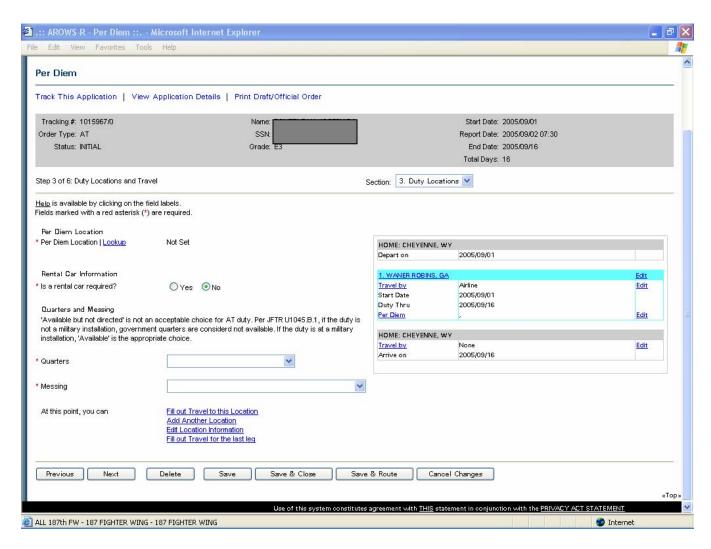


You can select airports nearest to the location, Airports by Country or US State. The Select button should be clicked when you are finished with selection criteria.

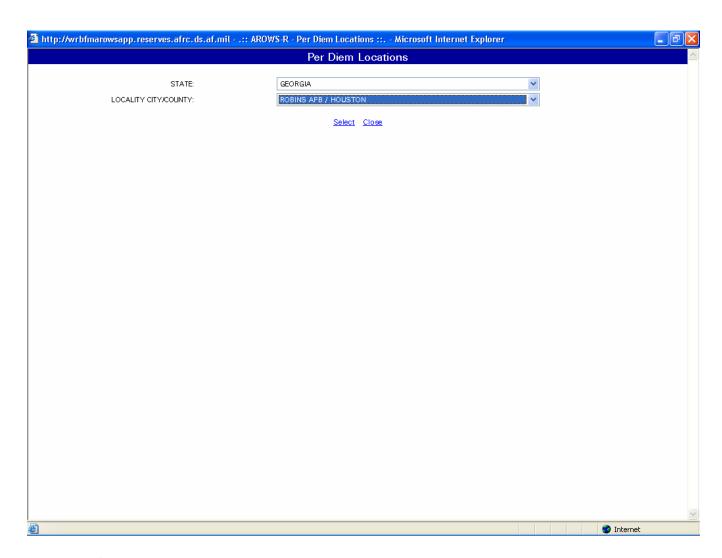


The Departure and Arrival Airports will become populated with the information you selected. If a city pairs cost is found, AROWS will display the cost. If there is no city pairs cost, AROWS will default a \$350 cost for CONUS travel and a \$700 cost for OCONUS travel.

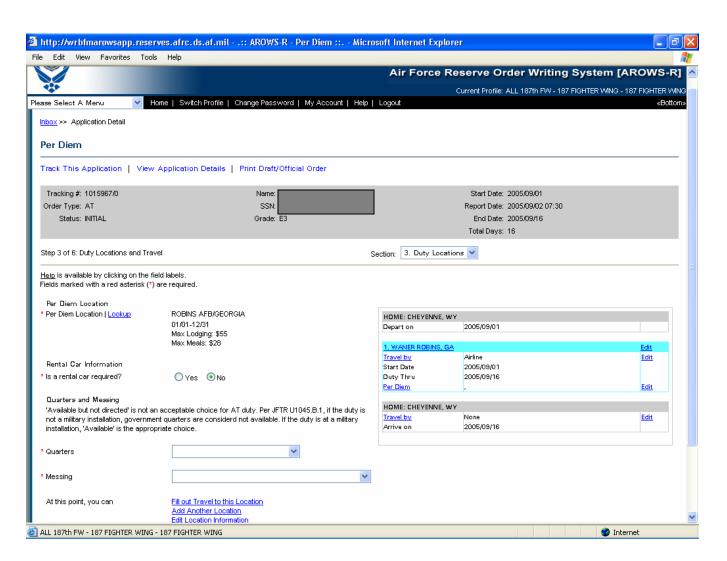
Now you should select the link titled: Fill out Per Diem at this Location.



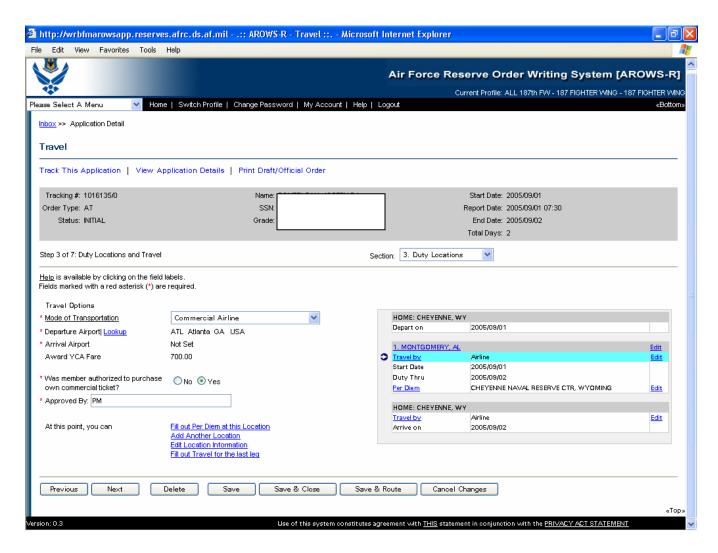
Click the **Lookup** link next to **Per Diem location** to find the location.



Select the **State** from the drop down list. Once you have selected a state, the **Locality City/County** list box will be displayed. Click on the **down-arrow** to make this selection and then click on the link labeled **Select.**

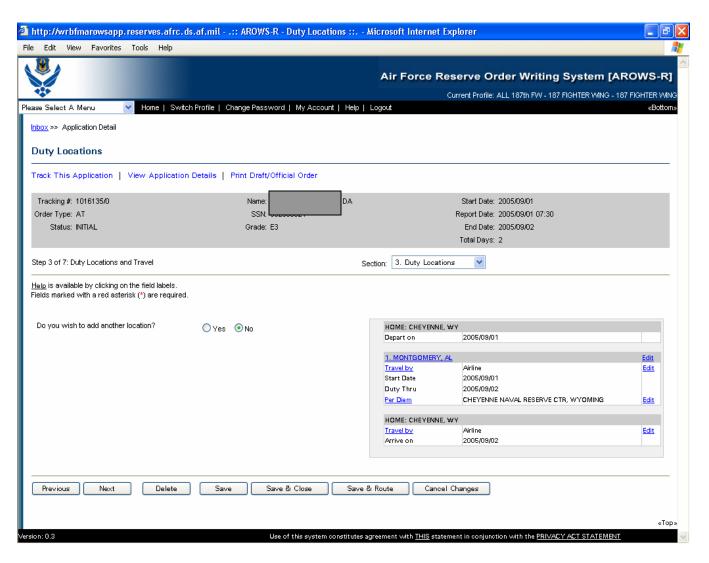


The Per Diem Location information will be populated. Rental Car information needs to be completed. If you select Yes for Rental Car option, you will be asked to select the type of vehicle and provide justification. You should click the down-arrows and select Quarters and Messing availability information. At this point, if there are no changes to be made or other locations to be added, you will need to select the link titled: Fill out Travel for the Last Leg. When you select this option, you will again select the Departing and Arriving airports for the return home.



The member's itinerary is now complete. From home to duty location and back home. This is shown in the Itinerary box on the right.

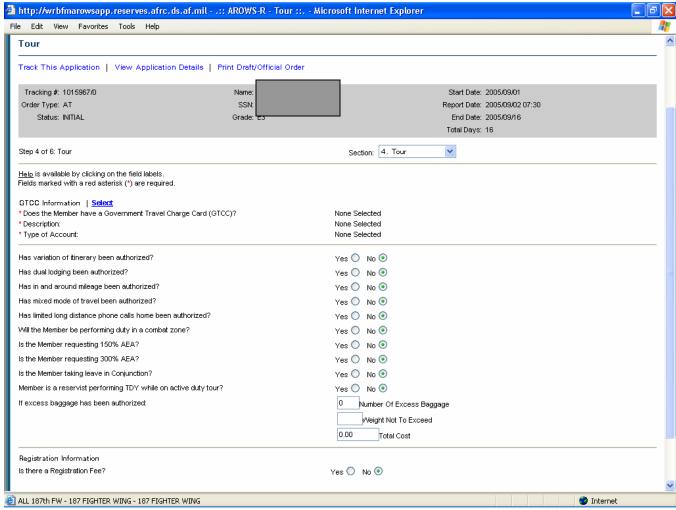
The **Save** button should be clicked to save any information entered in Section Three. Click the button labeled **Next** and you will be asked if you want to add another location.



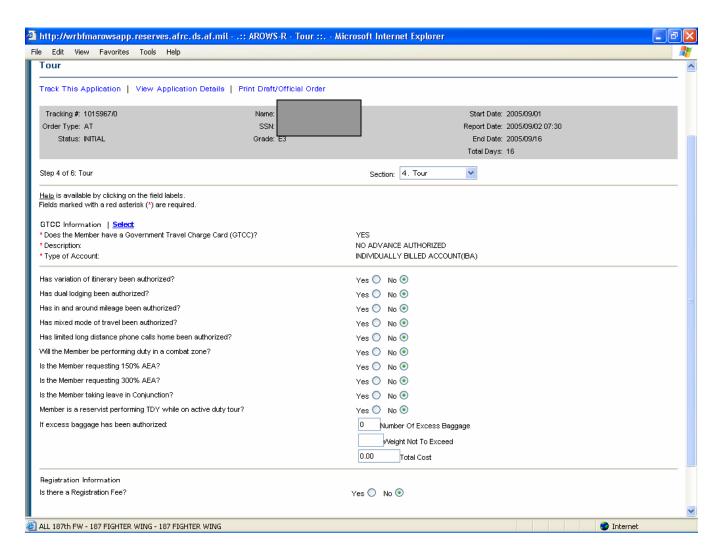
You can add other locations by selecting Yes to the question. For every location you will have to select the Mode of Travel and Per Diem.

If there are no other locations to add, click the Next button to continue to Section Four: Tour.

Section Four: Tour



The first step in Section Four is to select the **Government Travel Charge Card Information**. Click on the **Select** link to choose these options.

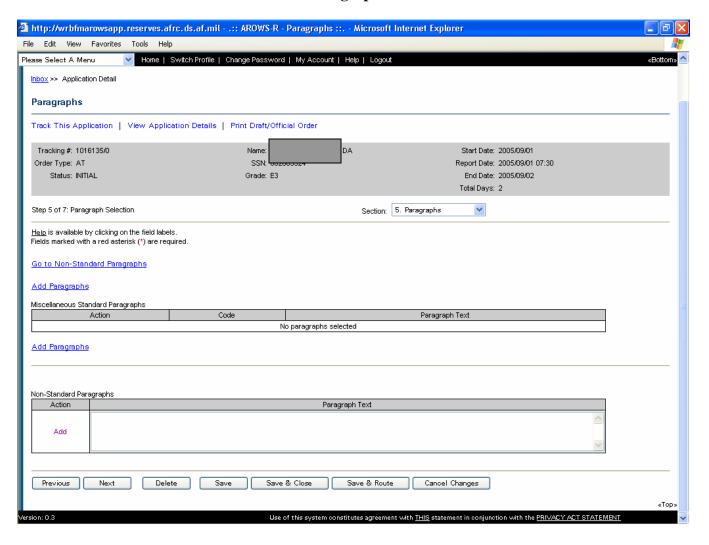


The **Travel Card** information will then be populated.

This section also allows you to make selections from other special authorizations. Clicking Yes to an option will expand the question for further justification.

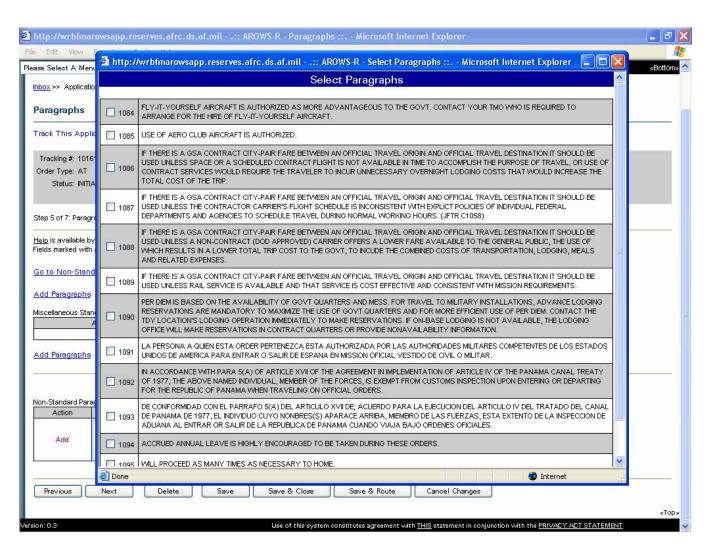
The **Save** button should be clicked to save any information entered in Section Four. Click the button labeled **Next** to move on to Section Five: Paragraph Selection This was formerly referred to as the Remarks Section.

Section Five: Paragraph Selection

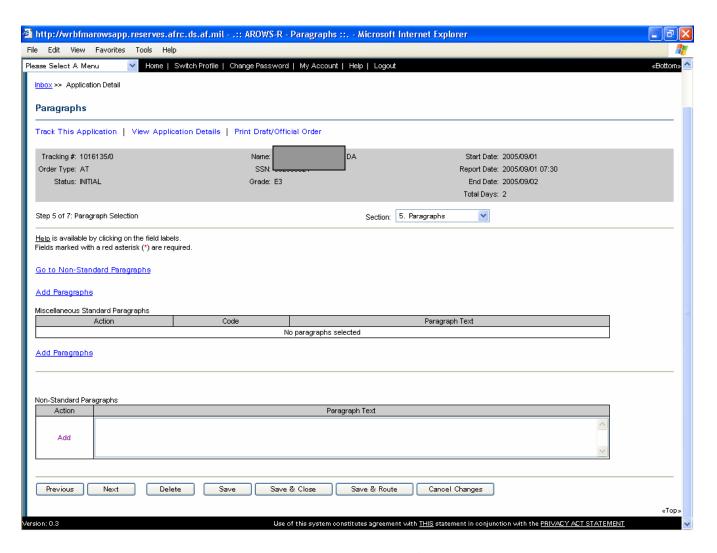


Paragraphs are what we refer to as "Remarks".

First, you should select the **Go to Non-Standard Paragraphs** link and select a paragraph that is pre-approved by HQ or you can select a standard paragraph by clicking on the line **Add Paragraphs**.



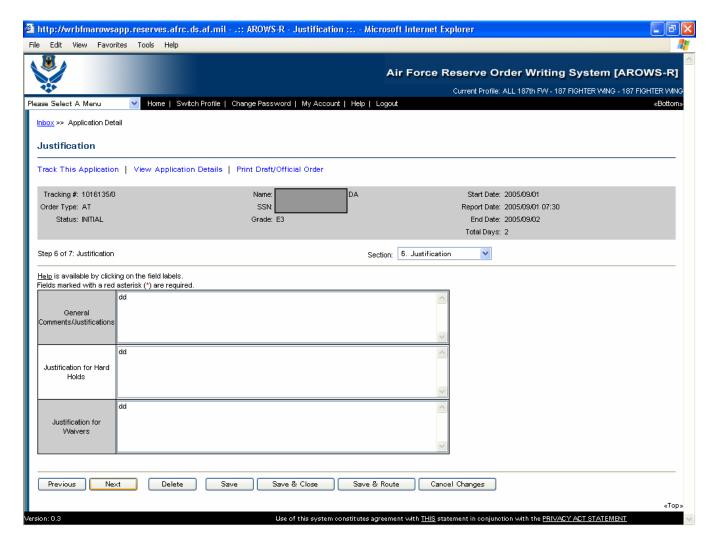
Make a selection from the standard paragraphs.



To add a non-standard paragraph, enter the text and click the **Add** link. You can add several non-standard paragraphs to each order, however, those remarks will not be saved for further selection in other orders.

After selecting all paragraphs, click the **Next** button to go to Section 6: Justification.

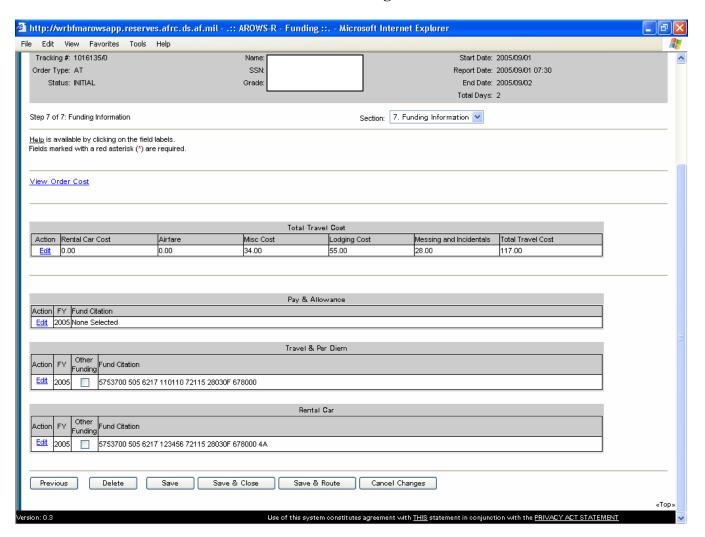
Section Six: Justification



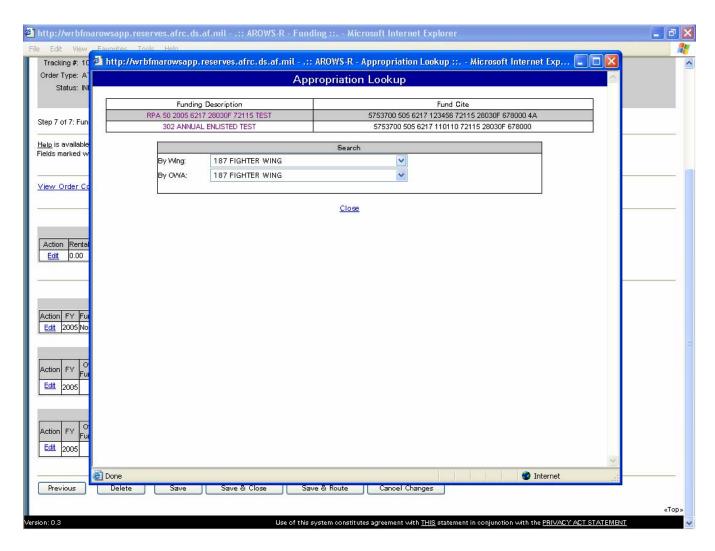
Enter "justification" in the text boxes provided and then click the **Save** button. Member and/or order specialist can provide justifications prior to routing and approval as needed.

Click the **Next** button to go to Section 7: Funding Information.

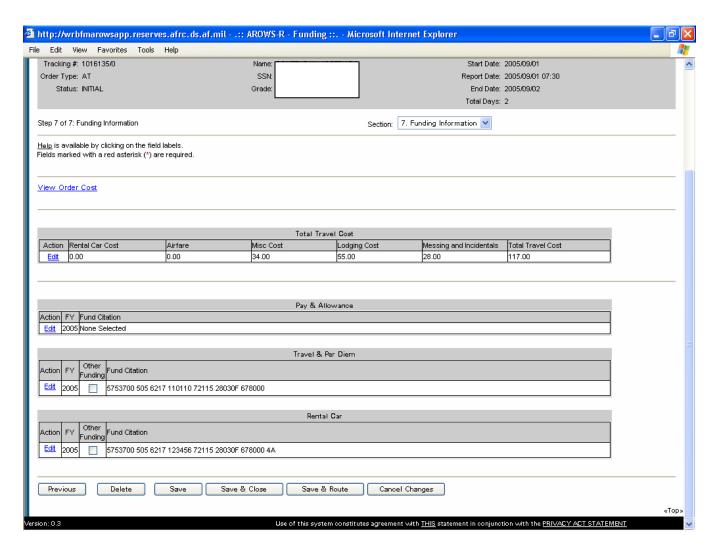
Section 7: Funding



This information will normally be completed by the Order Specialist. It provides the Order Specialist the ability to select fund cites for this order.



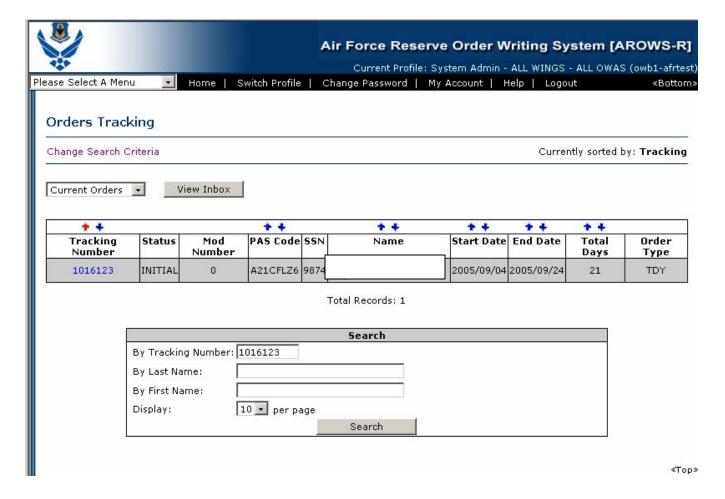
Funding is selected based on Wing and OWA structure. For each OWA, the order specialist can view those fund cites available for selections. After selecting the fund cite, the application updates the screen.



To complete the process, the member and/or order specialist needs to click an appropriate button to move the order along to the next process.

This completes the seven steps for order creation.

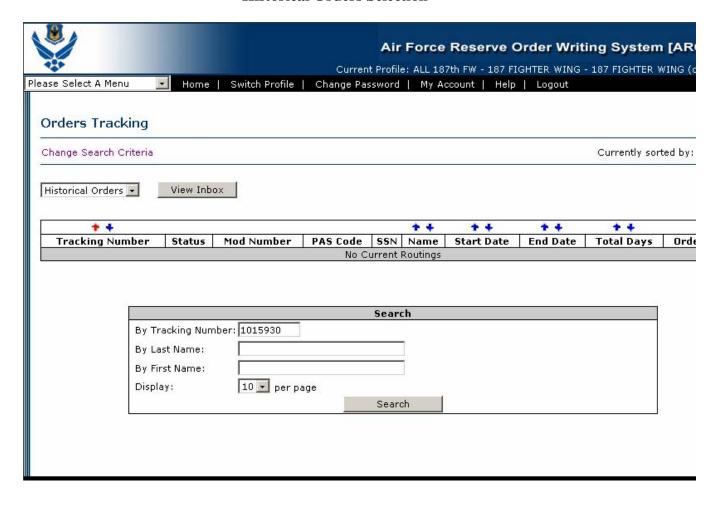
Orders Tracking- Inbox Current Orders Selection



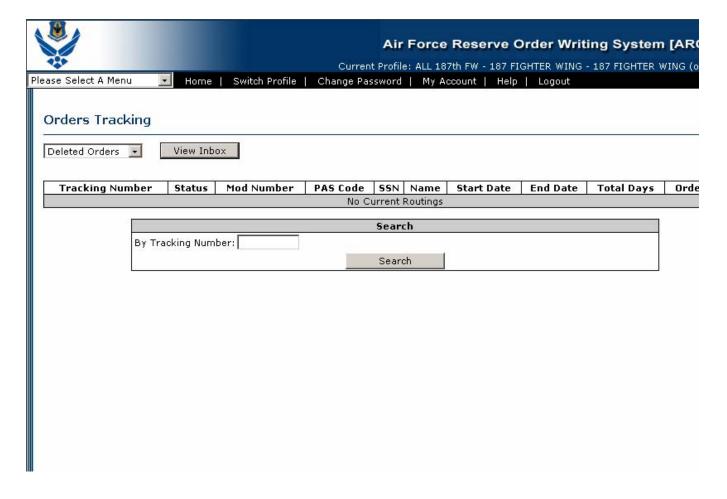
There are 3 Options to choose from. Clicking the down-arrow will allow you to select from:

Current Orders- applications that have not been approved Historical Orders- published orders Deleted Orders-applications that were deleted

Orders Tracking- Inbox Historical Orders Selection



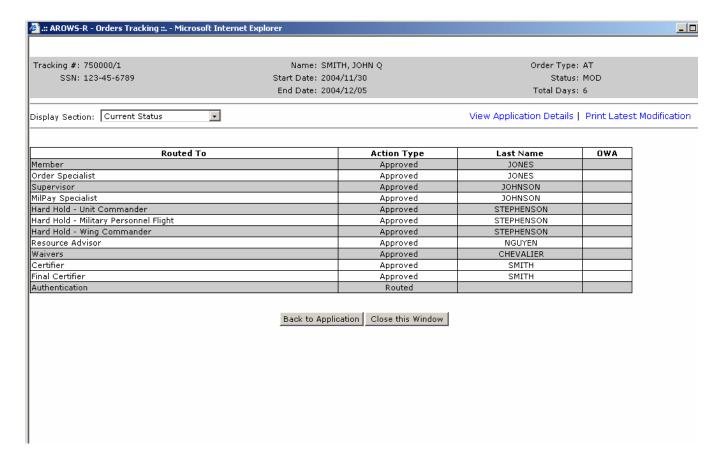
Orders Tracking- Inbox Deleted Orders Selection



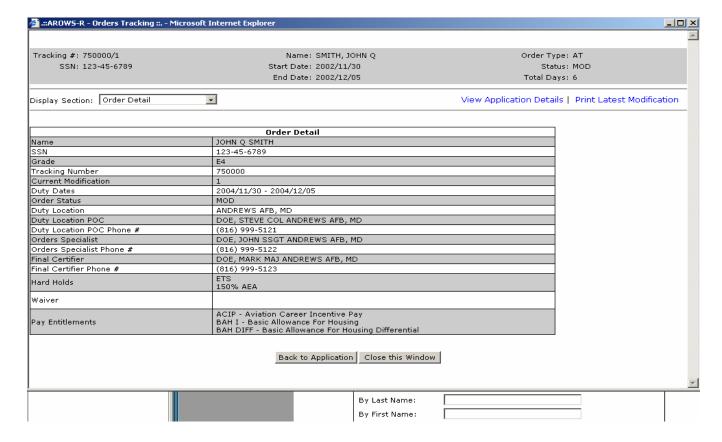
Orders Tracking-Inbox Display Section Options

There are several Display Section Options to choose from. They are:

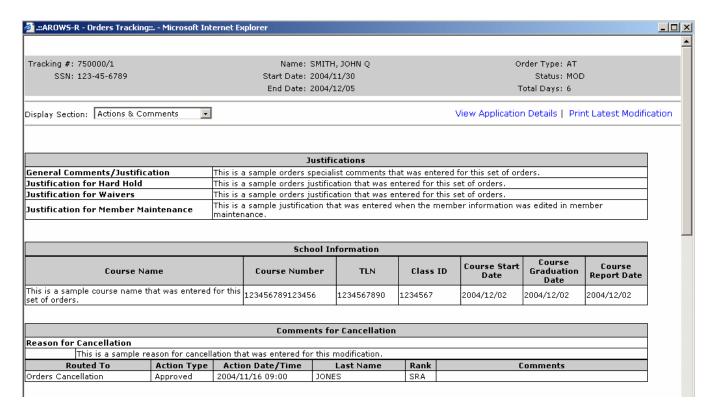
Current Status



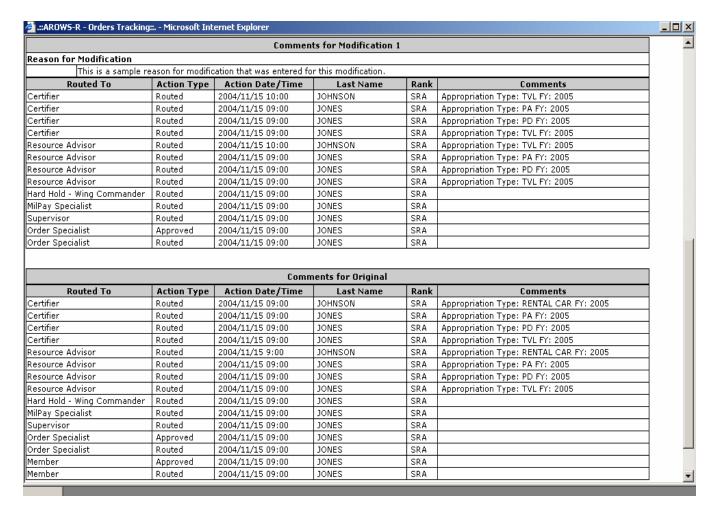
Orders Tracking Orders Detail



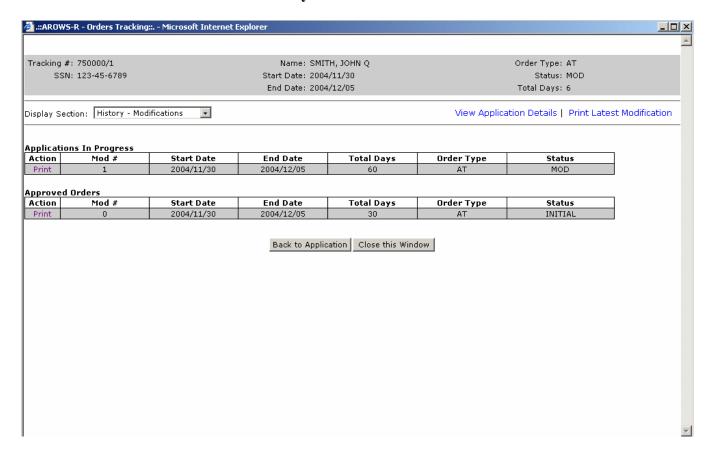
Orders Tracking Actions and Comments



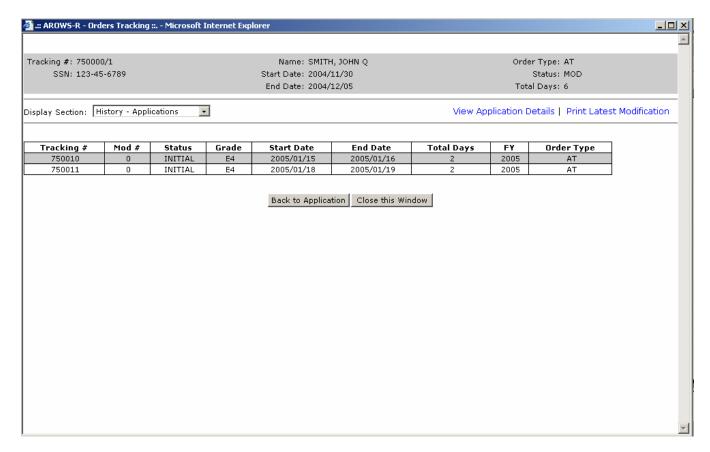
Orders Tracking Actions and Comments Continued



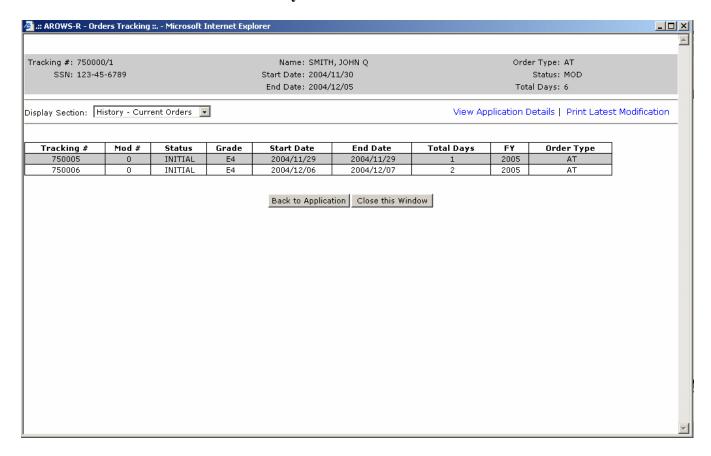
Orders Tracking History Modifications



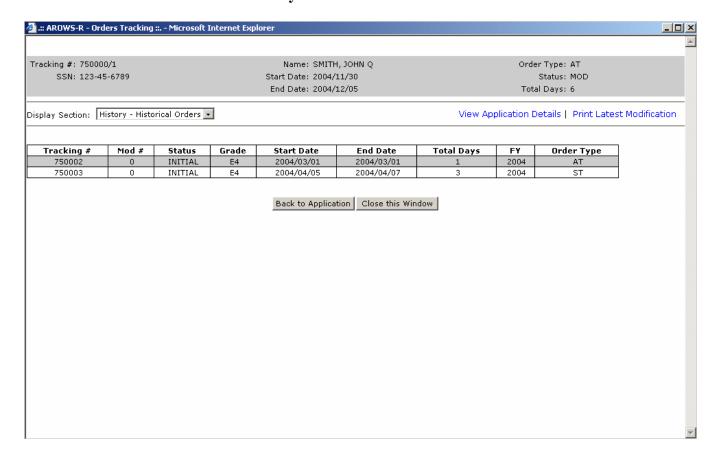
Orders Tracking History- Applications



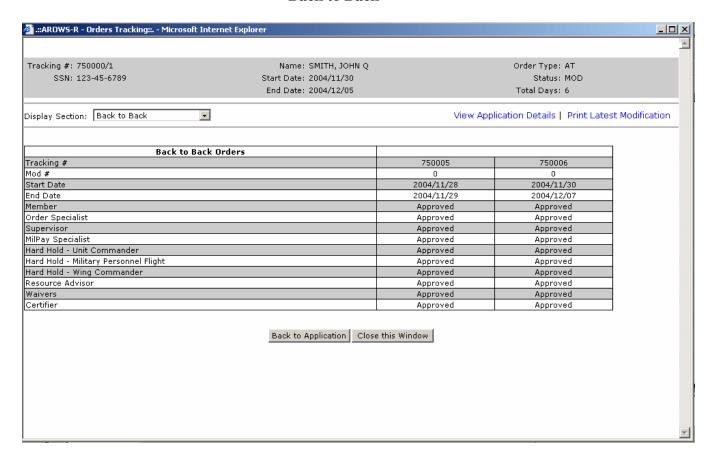
Orders Tracking History- Current Orders



Orders Tracking History- Historical Orders



Orders Tracking Back to Back



Pull Back

Version: 0.3

Use Pull Back to make changes to an order before it has been published. All routing will be removed from the order. You can make your changes, save and route to reinitiate the orders process. Once an order is published, the pull back function is invalid and you must modify the order.

Modify

This is the same as an Amendment. You can select Modify from the Orders Specialist Menu. Make changes, save and route. Deleting the modification will only delete the modification and not the original order. You cannot modify a cancelled order or an order with a modification in process. Pay and allowance funds cannot be modified. Points Only/No Pay and No Points/No Pay cannot be modified. The order will have to be cancelled and a new application generated.

Cancel

To cancel an order, select Cancel Application from the Order Specialist Menu. Cancel is the same as Revoke. The request for cancellation is routed onward for approval. (MilPay) An order must be published to cancel. You cannot have a modification in progress when canceling an order.

If you require additional information please contact your serving AFRC/RMG Detachment or Operating Location (Base IMA Administrator).

